

Charity Registration No. 1106747

Company Registration No. 04670523 (England and Wales)

CARERS CARELINE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs A Vaughan	
	Mrs H K Leedham	
	Mr P R Williams	
	Mr R Crawford	(Appointed 31 March 2023)
	Mrs F J Mitchell	(Appointed 12 January 2023)
Secretary	E Gibson Di Meo	
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2023

Overview

I'm sure many of you reading this will share the shock I felt on hearing of the sad and unexpected death of the previous Chair person, Michel Hopper last December. Michael was a passionate advocate of Carers Careline, supporting the organisation as a telephone support volunteer and as Chair towards the end of his 9-year term as Trustee. Many of you will have known him and enjoyed telephone support conversations with him on a whole variety of subjects not least his knowledge of how things worked as a both a carer and a person being cared for. I will miss him, the staff, volunteers and carers will miss him and so will the wider community he was part of. We remember Sylvia and the rest of the family as they are still getting used to a different life without him.

I joined the board as Chairperson following Michael's death. As most of you know, I was Chief Officer of the organisation for a number of years and know what a difference this organisation makes to people's lives.

Up until this point the organisation had a very settled year following the pandemic and, after saying our goodbyes to Michael, the team continued to deliver on its mission obligations: to promote the health, mental and emotional wellbeing of adult carers.

Our Chief Officer, Erica, has been careful to manage and secure the funding required to continue operations into this financial year and beyond allowing the organisation to deliver its full programme of services and continue to develop new ones to meet our carers needs. In the last year we have had a 100% increase on the previous year's registration of new service users.

I am delighted to say we are in a good place to maintain our position and explore new opportunities thanks to our dedicated team of staff, volunteers and trustees and the support from our valued carers and funders.

The Board of Trustees

The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. At the AGM in November the board said goodbye to a long-standing trustee and welcomed me and another trustee, Ross Crawford, early in 2023. Both of us bring a wealth of experience in the care sector and first-hand experience of caring, which we hope will contribute to the ongoing success of Carers Careline. We are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. We would welcome both carers and non-carers, anyone who has a willingness to understand the issues around caring and support the long-term future of Carers Careline.

The Staff

The organisation employs three members of staff on a part-time basis. All the staff are experienced in the sector and bring a huge range of skills, knowledge and understanding to their individual roles and to the team as a whole. We are fortunate to have Erica, Becky and Natalie all working for us.

The Volunteers

The organisation could not survive nor continue to provide the services it does without our volunteers. They underpin the telephone support service, newsletter and lead in many of our support groups. We continue to see many on a regular basis in the office - some connecting with our carers through telephone support others by hosting our support groups or helping with special projects. We are so grateful for their ongoing work and commitment.

CARERS CARELINE

REPORT OF THE CHAIR (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

Technology

The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; X (formerly Twitter), Facebook, and Instagram to both promote and communicate with carers and their wider network has become part of the norm. Our priorities are to replace our current database to provide an improved method of access whilst maintaining the highest level of security, update the phone system as the copper telephone network comes to an end and rebuild the website to make it easier to navigate and to find information. These all come at a very high cost for a small organisation like Carers Careline so we will have to be careful to manage these projects and plan how we will fund them in the next year.

The Finances

The National Lottery Community Fund Grant has created a degree of stability over the last three years covering a good percentage of our core costs until 2025. As this funding covers approximately 40-45% of our organisational expenditure we will need to find the balance through other grant applications, donations and fundraising. Typically (and historically) we make numerous applications each year to many grant funding organisations, these tend to be small sums - £500, £1000, £2500 - these funds along with small donations and our fundraising efforts allow for us to make up the shortfall although finding these opportunities and being successful is becoming more and more difficult as competition for funding continues to grow. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to succeed. We have an experienced board of trustees that are focused on good governance. We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility and a growing group of committed volunteers that work with the staff and seem always willing to do more. The cost-of-living crisis will undoubtedly continue to stretch us as an organisation but as we have done before, we will meet this by adapting to the environment we work in and flex to new ways of working.



Fiona Mitchell
Chair of Trustees

Date: 22/11/23

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2023

The Trustees present their annual report and financial statements for the year ended 30 June 2023.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective January 2019).

Objectives and activities

Mission statement

To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives

- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision

To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit

The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities

Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 35 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an ever-aging population, more and more people find themselves taking on the role of carer and are having to deal with the impact of that on their own lives. Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offers help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet adult unpaid carer needs.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

We offer a range of services to Engage, Enrich, Empower and Enable carers.

- We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our monthly Newsletter and daily Drop-In sessions, Monday to Wednesday.
- We enrich carers' lives by funding Support Group activities. These include regular Creative Writing sessions, Craft Groups, and a monthly coffee morning. Each quarter we hold events where both the carer and 'cared for' can attend. We also run subsidised weekly Gentle Keep Fit sessions, day trips and entertainment and organise breakfasts and lunches to encourage networking and peer support.
- We empower and enable carers by offering a Form Filling service to navigate the maze of adult services and benefit applications and we fund counselling for those with immediate need for further support. Working in the community for many years with unpaid carers, understanding the carer's life cycle, we also support those that are recovering from the demands of their caring role, usually "Life after Carers". Those who have lost loved ones they have cared for and who continue to need our support through our funded Bereavement Group led by a qualified counsellor.
- We are local, accessible, and available.

Our ambition to offer a Respite Service has become a reality. To allow carers we support some time for themselves. The organisation will continue to adapt its services to respond to and meet carer needs.

Over the years the organisation has adapted and evolved to continue to meet the ever-changing circumstances of its environment, weathering the Pandemic and now the Cost of Living Crisis. As we seek to find new opportunities there will be challenges, some of those known - such as funding and IT, the bigger challenge and unknown will be the continued increase in the cost of living, political instability and external forces that continue to affect and influence the UK economy and the rest of the world.

The ripple effect from the Pandemic continues. Confidence to go out for many is still a challenge, many 'cared for' remain vulnerable and due to the demographic of our carers many continue to shield or at the very least consider their actions taking into consideration covid and the news of new strains.

The staff and volunteers have worked hard to maintain connections, build carer confidence and support services users whilst continuing to offer a full programme of service and develop opportunities.

Following a restructure, the organisation currently employs 3 part time members of staff. The team of 18 volunteers continue to support us in many ways including delivering our programme of services and sitting on the board. Sadly Michael Hopper, the organisations Chair, who was very much involved in supporting the board and the telephone support service, passed away in December. Our current team of telephone support volunteers totals 6 - 4 working in the office on rota and 2 working from home. We have other dedicated volunteers who lead and support our support groups and who offer their support with special projects in the office.

The trustees would like to record their thanks to the staff and volunteers for their hard work and commitment. Without this, the organisation would have been unable to deliver its services at all.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2023

We continue to face IT challenges as technology moves at pace. The issue of restricted server access remains a risk to the organisation. All our other systems are now cloud based however the client database, which is critical to the organisation to continue to provide support to our service users, remains on the server. We will need to explore new database options and migrate the database in order to provide a more robust solution for access in the office and remotely. This will cost time and money to look at options and implement a cut over to a new database. Other challenges are the need for a new website and a new phone system when the analogue switch off takes place and the copper network is retired.

Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 35 years is robust enough to support the continuation of the charity for many years to come.

We are at the end of year 3 of the 5 year National Lottery's Community Fund Grant scheme. This funding covers approximately 45% of our organisational expenditure although as our costs rise this will reduce to around 40% in the next 2 financial years. We will need to find the balance year on year through grant awards, donations and fundraising. Having funds that are unrestricted allow the organisation to adapt and strengthen according to identified needs.

The Trustees would also like to record their gratitude for the continuing support from the National Lottery Community Fund, Redditch Borough Council, Co-op Local Community Fund and Magic Little Grants underpinning the organisations core costs in order to continue to offer their programme of services. The impact of all these grants on a small organisation should not be underestimated.

At the end of our financial year we enter into the unknown once more. No one is clear on how the energy price rises or the cost of living crisis will continue to affect us as an organisation. We know we will continue to face higher costs when it comes to the delivery of our charitable activities and operations, what impact this will have is uncertain. We will need to monitor this carefully.

Carers Careline Programme of Services

"Thank you for all your support over the years, you mean all mean the world to me. You've been such a support!"

Our priority is to give our service users support that enables them to keep caring. We do this through our programme of services. What makes Carers Careline special is that some of the services offered are not ones that would routinely be available via other local agencies including proactive telephone support and practical help with benefit applications, offering fully funded counselling and most importantly, a willingness to listen in a non-judgemental way. We are local, accessible and available. The organisation also supports the full life cycle of being a carer and beyond, offering bereavement support for the loss of a loved one or those cared for. A third of those we support are life-after carers recovering from the demands of their caring role who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Leveraging our database we keep up to date records of all our service users, their activity and history and our conversations. This allows us to more personally connect with each individual we speak to and provide a sense of continuity in our communications. Something we really pride ourselves on – making sure the little things are taken care of like sending a "big" birthday card or a simple "thinking of you".

In the last year we have developed Respite Service further to partnering with another charitable organisation, Carefree, who provide free 1-2 night breaks in hotels across the UK to eligible unpaid carers.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2023

Telephone and Email Support Service

"Thanks to Carers Careline – so grateful for help and chats. God bless Carers Careline."

Telephone Support remains a key service of the organisation and continues to be the charity's main lifeline in keeping connections alive with our service users, many who just find it impossible to realise or allow themselves the time to get away from their caring role outside of the home.

Over the year we made a total of 2376 calls and sent 373 emails and texts to our service users averaging 198 calls and 31 emails per month for those 170+ registered for the service. Typically calls to our service users last anywhere from 10-40 minutes with an average of 25 minutes per call. This equates to 59,400 minutes or 990 hours personally connecting with them through our Telephone Support service. We also sent out 167 letters and cards.

This service continues to be invaluable and key, first and foremost in supporting carers who are stuck at home and secondly to provide relevant and up to date information on the organisations own service programme plus local services, signposting and advice.

Newsletter

"Newsletter is brilliant - please thank the staff for all the good work."

The aim of our newsletter is to work in parallel with our telephone service to maintain strong connections with our service users and contribute to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security.

We continue to find and allocate funding to the newsletter to produce and send it out on a monthly basis. It has a rolling calendar of all our support group dates and events which aim to put service users in touch with others and, most of all, to keep in touch with them with up-beat news and discussion. Our objective as always is to keep our service users informed, to give them hope and to keep them positive.

We continue to encourage as many of our service users as possible to take it by email however we print and distribute by post around 170 each month. Many of our services users, by the nature of their role, are elderly and cannot use the internet or leave the person they are caring for to get out of the house themselves. The newsletter is a way of connecting them with our organisation. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

Drop-in Service

"Many thanks for looking after us throughout the year."

The Drop-In service offers "walk-in" face to face support. The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. Amongst many things the service can provide carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provides a sympathetic shoulder to cry on.

In the previous year we had 214 attendances, 281 this year. Our Drop-in service has not returned to pre-pandemic figures, and it is our belief as a consequence of the pandemic that the confidence of some service users to get out has been affected as they continue to choose to remain at home. However, providing this service allows, on occasion, to capture those carers who are at crisis point and have nowhere else to turn to seek help. This shows in the 108% increase in new carers registered with the organisation over last financial year.

Form filling

"Many, many thanks for all your support and advice...I wouldn't have been able to get attendance allowance without it."

The main aim of this service is to help service users navigate the maze of adult services. Our Carer Services Manager, who has a profound understanding of the benefits system along with the other staff members, offers help, advice and assistance to ensure service users get the benefits to which they are entitled.

This service grows from strength to strength and has supported 59 appointments, a 43% increase on last year with over 135 hours of staff time.

Support Groups

"Please pass on my thanks to everyone who planned, prepared and cooked our meal. It's always good to meet up with everyone and natter our heads off!!!!"

The main aim of our Support Group service is to enable service users to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

The organisation ran 89 face to face support group including a monthly craft group, creative writing workshop and our coffee shop meeting sponsored by the owner of a local café, Aroma, plus weekly keep fit sessions.

We hold quarterly events for both the carer and the cared for. After the success and positive feedback of the hot lunch provided at the AGM, we planned a Winter Warmer in February, cooking and feeding all those service users who attended. Other events included our Christmas coffee morning and Easter chocolate tombola and a "Coronation Cream Tea" hosted by a new partner, Haywood Lodge who are part of the Ideal Care Home Group. Other organised events included breakfasts and lunches at various venues in the local community and day trips across the county including our June outing on Cecilia the canalboat.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2023

Counselling Support

"Thank you for all your support given to me during the loss of my mum."

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors, one male and one female.

This service is key to the mental health of some of our service users and has supported 10 carers and life-after carers over 41 sessions helping them to overcome the challenges they face.

Bereavement Group

"I find this group extremely good as listening to other people, I realise they are experiencing the same as me."

The aim of this group is to support anyone who is struggling to cope with loss.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. The organisation ran 11 groups, one each month, with 81 attendees over the year. We understand that this service is vital in supporting the "life cycle" of many of our service users, the Bereavement Group provides this continuation.

Respite

Carer H texted whilst away on their hotel break...

Carer H: *Thank you (Carers Careline) for organising this break. It's great AND I'm on the Baileys*

Carers Careline: *Baileys yum? Thought you didn't drink?*

Carer H: *Not a carer for 2 days!*

In July 2022 we became a Community Partner of Carefree. Carefree are a charitable organisation who have themselves partnered with a number of hotels nationwide to identify some of the 1 million hotel rooms that lie vacant each week and offer them to unpaid carers for a 1-2 night break, away from their caring responsibilities. In this year we have made 9 referrals and 5 carers have now taken breaks. Although the break is free, there is a small administration fee to book the break which Carers Careline covers to provide this wonderful opportunity.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

Impact and outcomes

At the end of last year, we reported a client list of 332 active service users. We now have 325. We registered 26 new carers over the year and lost 33 – some service users request to end their support after the loss of the person they have been caring for, for most the organisation has historically continued to support these individuals until there comes a time when the carer themselves find they need care or through their own passing. As our life after carer population increases through the evolution of the caring role, we must seek to find aligned organisations to sign post these service users to in order to concentrate our efforts on our charity's aims.

We rely heavily on paper-based questionnaires to capture feedback requiring face to face or physical contact to record responses and evaluate. Electronic questionnaires and digital surveys are not a suitable option for most of our service users considering the demographic trend is towards an older population.

Data and Statistics

		2021-2022	2022-2023
Carers registered		332	325
New carers		12	26
Service			
Telephone support	Telephone calls	2172	2376
	Number of minutes/hours	54,300/905	59,400/990
	Letters/Cards	165	167
Email support	Emails	316	373
Drop-in	Number of drop-ins	214	281
Form Filling	Number of appointments	41	59
Support Groups	Number of groups	88	89
	Number of attendees	933	872
Bereavement Group	Number of groups	12	11
	Number of attendees	65	87
Counselling service	Number of sessions	30	41
	Number of carers	8	10

Financial review

Total incoming resources for the year were £60,824 and total resources expended were £69,088. The net movement in funds amounted to a deficit of £8,264. The retained reserves at 30 June 2022 were £74,105 made up of £3,549 in restricted funds and £70,556 in unrestricted funds. The current and reserve bank accounts were amalgamated part way through the year to reduce bank charges incurred on both accounts.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy

The trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

Governing document

The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution

The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan

Mr M Hopper MBE

(Deceased 12 December 2022)

Mrs H K Leedham

Mr P R Williams

Mrs R Seaton Smith

(Resigned 23 November 2022)

Mr R Crawford

(Appointed 31 March 2023)

Mrs F J Mitchell

(Appointed 12 January 2023)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities

The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

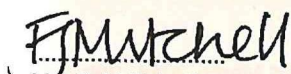
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2023

The Trustees' report was approved by the Board of Trustees.



Mrs F J Mitchell

Trustee

Date: 22/11/23

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2023, which are set out on pages 13 to 22.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- (i) examine the financial statements under section 145 of the 2011 Act;
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- (iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;have not been met or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Garry Rutter FCA

Dated: 23/11/23

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Income from:					
Donations and legacies	3	20,824	40,000	60,824	87,055
Expenditure on:					
Charitable activities and support costs	4	28,003	41,085	69,088	68,424
Net income/(expenditure) for the year					
Net movement in funds		(7,179)	(1,085)	(8,264)	18,631
Fund balances at 1 July 2022		77,735	4,634	82,369	63,738
Fund balances at 30 June 2023		<u>70,556</u>	<u>3,549</u>	<u>74,105</u>	<u>82,369</u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	11	173	511
Current assets			
Debtors	12	1,096	327
Cash at bank and in hand		73,772	82,514
		74,868	82,841
Creditors: amounts falling due within one year	13	(936)	(983)
Net current assets		73,932	81,858
Total assets less current liabilities		74,105	82,369
Income funds			
Restricted funds	15	3,549	4,634
Unrestricted funds		70,556	77,735
		74,105	82,369

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2023.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 22/11/2023



Mrs F J Mitchell

Trustee

Company Registration No. 04670523

CARERS CARELINE

BALANCE SHEET (CONTINUED)

AS AT 30 JUNE 2023

1 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

2.2 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

2.3 Incoming resources

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

2 Accounting policies

(Continued)

2.4 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

2.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment

Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

2.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

2.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

2.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

2 Accounting policies

(Continued)

2.10 Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022
	£	£	£	£	£
Donations and gifts	3,155	-	3,155	2,554	2,554
Legacies receivable	2,591	-	2,591	4,406	4,406
Grants	15,078	40,000	55,078	40,095	80,095
	<u>20,824</u>	<u>40,000</u>	<u>60,824</u>	<u>47,055</u>	<u>87,055</u>
Grants receivable for core activities					
Community Fund	-	40,000	40,000	-	40,000
Redditch Borough Council - VCS	10,000	-	10,000	12,500	12,500
Redditch Borough Council (Social Prescribing)	2,117	-	2,117	-	-
Tesco Groundworks	-	-	-	1,000	1,000
The Grimmitt Trust	-	-	-	1,000	1,000
Harry Payne Trust	-	-	-	1,500	1,500
Co-op Local Community Fund	2,461	-	2,461	3,095	3,095
Worcestershire Community Foundation	-	-	-	10,000	10,000
Worcestershire City Council - Councillor Grants	-	-	-	1,000	1,000
Bromsgrove and Redditch Partnership	-	-	-	10,000	10,000
Other	500	-	500	-	-
	<u>15,078</u>	<u>40,000</u>	<u>55,078</u>	<u>40,095</u>	<u>80,095</u>

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

4 Charitable activities

	2023	2022
	£	£
Staff costs	31,684	30,440
Telephone support	2,338	1,627
Counselling	1,085	1,295
Support groups	4,593	3,840
Rent and room hire	5,972	5,688
Form filling	-	256
Newsletter	1,832	1,580
	<u>47,504</u>	<u>44,726</u>
Share of support costs (see note 6)	20,930	23,104
Share of governance costs (see note 6)	654	594
	<u>69,088</u>	<u>68,424</u>
Analysis by fund		
Unrestricted funds	28,003	27,130
Restricted funds	41,085	41,294
	<u>69,088</u>	<u>68,424</u>

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

6 Support costs

	Support costs	Governance costs	2023 Total	Support costs	Governance costs	2022 Total
	£	£	£	£	£	£
Staff costs	17,512	-	17,512	17,834	-	17,834
Depreciation	338	-	338	1,583	-	1,583
Office costs	-	-	-	286	-	286
Insurance	905	-	905	1,099	-	1,099
Travel costs	66	-	66	341	-	341
Sundries	658	-	658	355	-	355
Subscriptions	181	-	181	181	-	181
Bank charges	206	-	206	132	-	132
Accounting	-	654	654	526	594	1,120
Computer costs	1,064	-	1,064	767	-	767
	<u>20,930</u>	<u>654</u>	<u>21,584</u>	<u>23,104</u>	<u>594</u>	<u>23,698</u>
Analysed between Charitable activities	<u>20,930</u>	<u>654</u>	<u>21,584</u>	<u>23,104</u>	<u>594</u>	<u>23,698</u>

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2023 £	2022 £
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	<u>338</u>	<u>1,583</u>

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:	2023 £	2022 £
Independent examination of the annual accounts	<u>654</u>	<u>594</u>

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Staff	3	4
Employment costs	2023 £	2022 £
Wages and salaries	48,398	47,293
Other pension costs	798	981
	49,196	48,274

There were no employees whose annual remuneration was £60,000 or more.

11 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2022	6,831
At 30 June 2023	6,831
Depreciation and impairment	
At 1 July 2022	6,320
Depreciation charged in the year	338
At 30 June 2023	6,658
Carrying amount	
At 30 June 2023	173
At 30 June 2022	511

12 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Other debtors	-	327
Prepayments and accrued income	1,096	-
	1,096	327

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	-	81
Other creditors	281	308
Accruals and deferred income	655	594
	<u>936</u>	<u>983</u>

14 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 July 2021 £	Incoming resources £	Resources expended £	Balance at 1 July 2022 £	Incoming resources £	Resources expended £	Balance at 30 June 2023 £
The National Lottery Community Fund	-	40,000	(40,000)	-	40,000	(40,000)	-
The Eveson Trust	5,928	-	(1,294)	4,634	-	(1,085)	3,549
	<u>5,928</u>	<u>40,000</u>	<u>(41,294)</u>	<u>4,634</u>	<u>40,000</u>	<u>(41,085)</u>	<u>3,549</u>

The National Lottery Community Fund

The National Lottery Community Fund funds are used to run the organisation's programme of services including staff salaries delivering charitable activities and associated support costs.

The Eveson Trust

The Eveson Trust funds are used to provide counselling services for carers.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2023

16 Analysis of net assets between funds

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Fund balances at 30 June 2023 are represented by:				
Tangible assets	173	-	173	511
Current assets/(liabilities)	70,383	3,549	73,932	81,858
	<u>70,556</u>	<u>3,549</u>	<u>74,105</u>	<u>82,369</u>

17 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 JUNE 2022

15 Analysis of net assets between funds

	Unrestricted	Restricted	Total	
	2022	2022	2022	2021
From resources of 31 June 2021 and transferred by Tangible assets	473	-	473	5
Current assets (continued)	10,388	2,541	12,929	81.92
	10,861	2,541	13,402	82.24

17 Related party transactions

There were no related party transactions during the year.